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Executive Registry

Approved For Release 2002/08/22 : CIA-RDP57-00042A000100060016-6 6230

Office Memorandum • UNITED STATES GOVERNMENT

TO : Acting Management Officer
 Via : Executive
 FROM : Assistant Director, OCD

DATE: 31 August 1949

SUBJECT: Management Survey of Graphics Register

1. Two memoranda received this date from the Chief, Graphics Register, are quoted herewith in their entirety:

- a. "The Management Office has just completed its first survey in the Graphics Register. Although it was a hard-hitting objective review of our current operations and procedures, it was handled in a most courteous manner and was a very stimulating experience for all concerned.
 "The survey made every attempt to stay with each problem until it was understood. Certain changes were implemented and others recommended that are expected to result in benefits that will equal, if not exceed, the estimates outlined in the survey report.
 "The Graphics Register would like to express its sincere appreciation for the services rendered by the Management Office in this survey and to record the favorable impression engendered by the manner in which it was conducted."
- b. "The Graphics Register would like to express its appreciation of the services rendered by [] who cooperated in the Management survey of this Register. It is our feeling that a large measure of the success of the survey was due to the patience and persistence with which [] kept the attention of the survey on problems until their solution was more than a conjecture. The implementation of changes that have been effected was done with thoroughness and prevented much time from being lost in piecemeal experimentation."

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2. This Office considers that its experiment of assigning a third-party from its Administrative Staff to assist both Management and the Register with the survey has proven sufficiently successful to justify continuance. I believe it is fair to say (a) that this survey accomplished more in the way of concrete results than have most other surveys, (b) that OCD's own efforts to administer itself will benefit by what [] learned during the survey, (c) that personality frictions were minimized by the presence of a third-party, and (d) that in this

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way I assured myself of more unbiased reporting upon the survey activities than I might otherwise have had.

3. Please convey my thanks to [redacted] for the way in which he cooperated with us. I am genuinely grateful.

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JAMES M. ANDREWS

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